



EMPLOYMENT OPPORTUNITY
Information Technology Specialist 2 - Service Desk
\$3614.00 – \$4741.00 Range: 54

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| Recruitment: 1509-11 | Opens: August 22, 2011 | Closes: Until Filled |
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The salary range listed above reflects a 3% salary reduction for state employees over the 2011-13 biennium, which was passed by the Legislature effective July 1, 2011 through June 29, 2013.

PLEASE NOTE: This position is open until filled, but it will be to the applicant's advantage to submit materials by **August 29, 2011**. The hiring authority reserves the right and may exercise the option to make a hiring decision at any time after 7 calendar days.

This recruitment is to fill a fulltime permanent position located in the Technology and Financial Management Program. The duty station is Natural Resource Building, Olympia.

JOB SUMMARY

This position provides technical support to customers from all WDFW programs statewide. Responsibilities include installation, troubleshooting, and maintenance of computer hardware and software. This position provides tier one operational support for hardware and software by resolving standard or routine problems and routing unique or complex system specific problems to subject matter experts.

Principal activities include:

- Responding to customer reports of problems,
- Recording and updating incidents and service calls,
- Resolving connectivity problems,
- Installing and configuring applications needed to assist the customer with workstation issues,
- Monitoring and maintaining operating systems,
- Working with customers to identify technology needs,
- Processing equipment and service orders,
- Coordinating installations, moves, and changes.

WORKING CONDITIONS

The position is located in Technology and Financial Management Program, NRB, 1111 Washington Street SE, Olympia, WA 98501. The typical work schedule is 8:00am to 5:00pm, Monday through Friday, primarily in an office environment, but occasional travel to remote office locations within the area of responsibility will be required. This may include overnight stays and evening and weekend work. Some essential tasks require climbing, bending, stretching, twisting, crawling, and moving heavy objects weighing approximately 50 pounds.

This position is covered by a collective bargaining agreement between the State of Washington, Department of Fish and Wildlife, and the Washington Federation of State Employees (WFSE), which contains a "union security" provision. This means that, as a condition of employment you must either join the union and pay union dues, or pay the union a representational or other fee within 30 days of the date you are put into pay status.

Preferred applicants will be able to successfully complete a background check, including fingerprinting. Preferred applicants will also possess an AA/BS/BA in Computer Science or a related field.

COMPETENCIES AND QUALIFICATIONS

The best qualified applicants will have experience and training that demonstrate abilities in the following areas:

1. Basic knowledge of Help Desk software such as ServiceDesk, ServiceCenter, Remedy, GroupLink or Microsoft System Center Service Manager;
2. Basic knowledge of Microsoft System Center Configuration Manager and how it can be utilized to deploy workstations in an enterprise environment;
3. Working knowledge of Microsoft Office software, e.g. MS Word, Excel, Outlook;
4. Understanding of methods for troubleshooting connectivity issues in a networked environment;
5. Basic knowledge of the Information Technology Infrastructure Library (ITIL).

Desired Qualifications:

Two years of relevant experience, including performing all of the following:

Working in a helpdesk and/or workstation support role, working with Microsoft System Center Configuration Manager to deploy workstation images to pc's and laptops, and working with and supporting Microsoft Office client software such as MS Word, Excel, Access, and Outlook.

How to Apply:

To apply, go to our homepage and download the state application at <http://wdfw.wa.gov/employment>. Fill out the state application thoroughly, listing all relevant employment and explaining the duties performed. The information you provide on this application will be used to determine whether you meet the qualifications for the position.

In addition to the state application, also submit on a separate document a description of how you meet each one of the key competencies (1-5) above. Provide a response for each competency separately. Describe your work experience, completed training, and other accomplishments that demonstrate that you have the competency. Indicate with whom you worked, issues involved, and your role in the process. Specify job titles, employers, and schools attended. If you have no training or experience relative to a particular competency, just write "NA" for that competency.

Send these materials to wdfwjjobs@dfw.wa.gov. If you have questions about this recruitment, you may contact Sarah Nelson, Human Resource Consultant at 360 902-2624.

The Department of Fish and Wildlife is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, and ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons with disabilities, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities, are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may call (360) 902-2276 or the Telecommunications Device for the Deaf (800) 833-6388.